

## **Community Development Department 2004 Accomplishments**

### **Programs and Policy Initiatives:**

- Completed work on the 20-year comprehensive plan process, including several county ordinance amendments and studies. This has been a five year effort and included:
  - Environmental Impact Statement.
  - 20-Year Capital Facilities Plan.
  - Completing an "Economic Development Chapter."
  - Completing an "Environmental Chapter."
  - New zoning requirements for Business Park, Urban Holding and Mixed Use zoning districts.
  - Completing the Subarea Plan for Section 30
- Created the advisory board for the county's "Economic Development Fund."
- Beta tested the 90-day *Fast Lane* permitting program on two projects.
- Completed another Community Pride Design Award program. This year we did a joint program with Business Industry Association of Clark County.
- Received an award from FEMA for flood plain insurance program that cut insurance rates to county citizens by 15%.
- Improved the records management for animal licensing by transferring from old PetBase data base to Advantage/Permit Plan.
- Moved the Animal Control office from the Hazel Dell Sewer District to the Public Service Building. Improving service to our customers, our employees and saving lease costs.
- Merged Animal Control and Code Enforcement into one division.
- Home Business Ordinance adopted.
- Established a county annexation team to coordinate with cities.
- Participated in the Cowlitz Tribe gaming casino agreement.

### **Process Improvements:**

- Completed the streamlining of the Final Plat and Site Plan Review processes.
- Continued handing out customer service evaluation forms and our report card grade put us at a "B" for the year.
- Engineering Division did a series of outreach meetings with local engineers about process improvements.
- Linked the Advantage (a.k.a., Tidemark) computer permitting program to the GIS program.
- Exceeded our goal to have 95% call backs in 24 hours goal.
- Legacy Hospital case management process utilized.
- (over)**
- Reorganized site inspection group and hired a new Construction Manager.
- Continued bi-annual code amendment process.

### **Intergovernmental Coordination:**

- Worked with CREDC on several industrial prospects interested in relocating here including Dollar Tree.
- Participated in the Financial Management System II Steering Committee.
- Worked with Board and Sheriff's Office on the Level 3 Sexual Offender location program.
- Worked with Sheriff's Office on the noise and alarm permit ordinances which was adopted by the Board.

- Worked with Sheriff's Office and Prosecuting Attorneys on the case of an 8-year boy killed by two dogs.
- Worked with Sheriff's Office on the dog fighting investigation.
- Fire Marshal worked with various agencies, including Homeland Security, regarding the cell tower arsons.
- Continued working with Public Works, Sheriff's Office and General Services regarding the amphitheater's operation.
- Worked successfully with the Budget Office to take General Fund cuts.
- Successfully closed out State Auditor review.
- Completed FMS timesheet conversion.

**Community Relations/Negotiation:**

- Was involved in negotiations for a number of high profile development projects including: Hazel Dell Towne Center, Clark County Amphitheater, Costco, Legacy Hospital, East County Recycling Center.
- Was involved in resolving a number of neighborhood complaint related projects like Basin 12 A, Hoffman Heights and the Clark County Amphitheater.

**Organization:**

- Updated the department's Strategic Plan.
- Revamped the Community Development University (CDU).
- Continued the Service-Oriented, Open and Professional (SOOP) program.
- Answered 120,000 phone calls (97% of time),
- Conducted 86,638 inspections,
- Conducted 12,756 investigations
- Reviewed \$533 million in new building construction.